

**INFORMATION TECHNOLOGY OPERATIONS SUPERVISOR**

**DEFINITION**

Under general supervision, to plan, coordinate, and perform activities related to the administration and installation of local area and wide area data communications networks and server equipment; to implement and support network and communication equipment and applications; to provide technical assistance and training to IS support personnel and City users; to work with vendors to resolve hardware and software issues, and perform software and hardware upgrades; to participate in the development and maintenance of City web sites; to provide direct administrative and technical support to division manager; and to perform related work as required.

**CLASS CHARACTERISTICS**

This is a journey level classification. Incumbents in this classification are expected to possess the basic skills and abilities necessary to perform the duties and responsibilities assigned to the classification. Initially under close supervision, incumbents perform the more routine duties while learning City policies and procedures and specific techniques and regulations related to assigned area. As experience is gained, duties gradually become more diversified and are performed under more general supervision. Incumbents may provide lead direction and supervision to support staff on assigned projects.

**EXAMPLES OF DUTIES** (Illustrative Only)

- Evaluates, installs, monitors, upgrades, and maintains network system software including operating systems and server based applications and utilities.
  - Manages users and groups, e-mail accounts, logon scripts, group policies, and access permissions.
  - Monitors server logs and performance data, and configures servers and networks to maximize performance.
  - Provides technical support, leadership and training for IS staff and other users.
  - Ensures security of network devices, servers and workstations.
  - Assists in establishing standards for the use of network system resources.
  - Maintains an inventory of all hardware and software.
  - Prepares clear and concise program documentation, user procedures and instructions.
  - Assists City users in implementing new or modified programs and applications.
  - Supports desktop hardware and software applications.
  - Assists with minor repair of network PCs, routers, bridges, terminals and printers.
  - Documents new and existing systems and coordinates system development activities with others.
- 
- Participates in the development and maintenance of City web sites and web-based applications, working with outside consultants as assigned.

- Troubleshoots issues with existing or developed systems; works with the appropriate resources to resolve them.
- Prepares and/or develops comprehensive written reports; maintains complete files, records and documentation of work performed.
- Serves as a liaison with other divisions, departments or program representatives.
- Responds to I.S. related inquiries from outside agencies regarding City activities.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations and rules.
- Attends meetings and may serve on various committees or boards relative to division activities.
- May coordinate programs which cross division or department lines.

## **QUALIFICATIONS**

### **Knowledge of**

- Computer hardware, software, major operating systems and data communications.
- PC operations and networks.
- Microsoft database applications and MS Office.
- Web development and implementation.
- Web-based application development and database integration.
- Technical support techniques.
- Current computer industry technology, practices and trends, including system development and administration.
- Principles and practices of systems analysis and programming.
- Principles and practices of project management.
- Pertinent laws, rules, and regulations affecting the activities of City government.
- Basic principles and practices of supervision.
- Correct English usage, grammar, spelling, punctuation.

### **Skill in**

- Installing and performing routine maintenance on various computer and network equipment.
  - Communicating effectively and explaining software usage to computer users of all skill levels.
  - Responding appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service.
  - Training and instructing others in work procedures.
  - Utilizing discretion in the handling and disclosure of confidential information.
- 
- Organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.

- Preparing clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Learning the functions of various City departments and divisions.
- Establishing and maintaining a variety of filing, record keeping and tracking systems.
- Communicating clearly and concisely both orally and in writing.
- Exercising sound independent judgment within established guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to a Bachelor's degree with major coursework in MIS, business, management, or a closely related field, and three (3) years of responsible experience in network and server administration preferably in a public agency.

### **LICENSES AND CERTIFICATES**

Possession of a valid California driver's license.  
MCSE or equivalent is highly desirable.

### **PHYSICAL DEMANDS**

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, kneel, twist and reach while performing installation/maintenance duties; lift light to moderate weights. Manual dexterity to use standard office equipment, supplies and small hand tools, and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.